



Aqara Presence Sensor FP300 – FAQ



What can the FP300 sensor detect?

The FP300 can accurately detect people, including those who are stationary. It also monitors temperature, humidity and ambient light levels.

Which wireless protocols does the device support?

The device supports both **Thread** and **Zigbee** protocols, allowing it to work with the Aqara Home app as well as compatible third-party Matter ecosystems.

What surfaces can the device be installed on?

The device can be installed on walls, ceilings, or placed on a flat surface such as a desk. Installation options include adhesive mounting, magnetic attachment, or expansion screws. For installations above 2 metres, screw fixing is recommended for best stability.

How should the device be positioned during installation?

For optimal performance, position the front of the device facing the area where people are usually present. This helps the sensor detect subtle movements, such as breathing, and improves detection accuracy.

Are there any environmental considerations during installation?

Avoid installing the device near air conditioner vents, air purifiers or fans, as airflow may affect detection. After installation, the device requires some time to learn its environment. Temporary false detections may occur in areas with high interference.



How do I connect the device using Matter?

The protocol is selected when binding the device to a hub. If you wish to change the protocol later, the device must be removed and added again.

To add the device using Matter:

1. Open the Aqara Home app
2. Go to the home page and tap the “+” icon in the top-right corner
3. Follow the on-screen instructions to add the device
4. Select the Matter protocol and bind the device to the hub

How do I connect the device using Zigbee?

The protocol is selected when binding the device to a hub. Changing the protocol requires removing and re-adding the device.

To add the device using Zigbee:

1. Open the Aqara Home app
2. Go to the home page and tap the “+” icon in the top-right corner
3. Follow the on-screen instructions to add the device
4. Select the Zigbee protocol and bind the device to the hub

What is the operating temperature and humidity range?

The device operates in temperatures from **-10°C to 50°C** and humidity levels from **0% to 95% RH**, without condensation.

How do I update the firmware?

Once the device has been added, you can update it to the latest firmware version via the settings page in the Aqara Home app.

What should I do if the device detects people when no one is present?

When using Zigbee mode, you can enable the **AI spatial learning** feature to quickly improve person detection accuracy and reduce false detections.